CITY COUNCIL INFORMAL MEETING
JULY 7, 2025
602 S. Main St.| 5th Floor Council Chambers | Joplin MO 64801
5:15 P.M.

AGENDA

1. I.T. DEPARTMENT UPDATE 2025

   Documents:

   I.T. DEPARTMENT UPDATE 2025.PDF

2. PARKS AND RECREATION DEPARTMENT UPDATE 2025

   Documents:

   PARKS AND RECREATION DEPARTMENT UPDATE.PDF

Notice posted at 12 p.m. on this the 3rd day of July, 2025. (RSMo 610.020)



I.T. DEPARTMENT UPDATE

COJ Team | July 7, 2025

I.T. DEPARTMENT UPDATE

I.T. Department Overview & History

- Established in 1999 with 2 FTE (Sharon & Steve)
- IT Director hired in 2001 (Mark)
- IBM System 36 was the original configuration in 1999 for PD & Finance
- MS Windows quickly became the standard and continues today
- A/S 400 Operator added in 2003 (Marie)
- IT Analyst (Lane) was added in 2009 following PS Tax passage in 2006
- Routed WAN/ISP established with Liberty Utilities 05/17/2011
- A/S 400 Operator position eliminated in 2016
- GIS division/positions moved out of Public Works in 2018 by City Mgr.
- Enterprise ERP system was moved to the CLOUD in 2019
- Cyber initiative was added in 2021 following Ransomware attack
    - $300,000 annual commitment. RAVENii, LLC.
- Apple/Macintosh systems were added in 2024 with Marketing Dept.

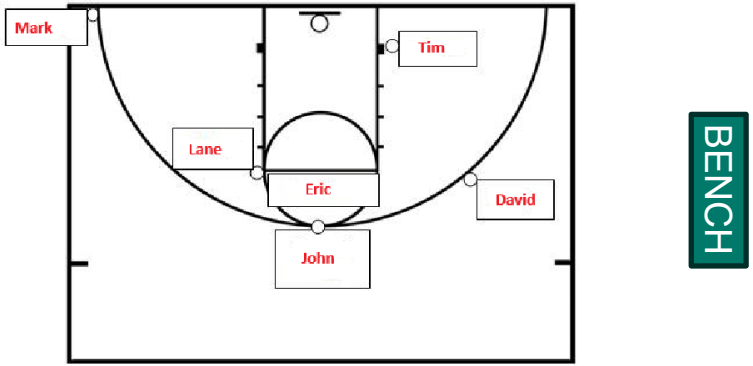
I.T. DEPARTMENT UPDATE

Staffing Update:

All Players are on the court.

(I'm the coach/ref in the corner!)

NAME	POSITION	DOH	YOS
Mark Morris	IT Director	09/17/2001	24
Lane Starchman	Network Administrator	02/17/2009	16
Tim Barnes	IT Analyst	10/30/2019	5
David Lindsey	IT Analyst	05/28/2019	6
John Gilligan	GIS Technician	05/06/1996	29
Eric Weber	GIS Technician	07/24/2024	1



I.T. DEPARTMENT UPDATE

Key Statistics

Active Directory Users are representative of how many individual network user accounts are active.

Network sites are the buildings and locations that we serve.

Workstations & laptops replaced are the "normal annual" replacements due to age

Ruggedized Laptops ADDED are a true INCREASE in our overall count. We added laptops to PD & FD accounting for each officer to have their own as well as each fire apparatus in 2023. NIO expansion as well as Building Inspectors received ruggedized in 2024 & 2025

Field devices for the Enterprise Asset Management system will be added later this year to facilitate data collection efforts.

DESCRIPTION	FY 2023	FY 2024	FY 2025
Active Directory Users	500	550	600
Network Sites	22	23	24
Workstations & Laptops replaced	124	85	101
Ruggedized Laptops ADDED	54	8	12
VOIP phones	250	300	364
EAM iPADS			10

I.T. DEPARTMENT UPDATE

2025 Key Initiatives

FY 2025 KEY INITIATIVES	STATUS UPDATE	TIMELINE
Upgrade VOIP Servers at two locations	Servers have been updated	Complete
Upgrade City Hall CCTV/Security Camera Server	Servers have been updated	Complete
Continuation of Time & Attendance Software Implementation	Training and Implementation Underway	Underway
Implementation of Central Square Enterprise Asset Management System	Project Kickoff was January 2025	Underway

I.T. DEPARTMENT UPDATE

2026 Key Initiatives

FY 2026 KEY INITIATIVES
Implementation of ESRI Advantage Program
Assist Communications with new Website Launch
Continuation of Implementation of Technology Improvements: Asset Management, HR Benefit Management, Online Business License, Planning & Engineering and others

I.T. DEPARTMENT UPDATE

I.T. Division
Core Responsibilities

- Maintain and secure the city's entire technology infrastructure (networks, workstations, servers, and telecommunications).

- We operate as the City Help Desk for all end-user support and questions for all technology…(even microwaves and coffee pots)

- Provide technical support and future planning for technology lifecycle management for all departments.

- Coordinate, manage, and implement software licensing, updates, and vendor relationships for 50+ systems, including public safety, finance, public works, airport, legal, and HR software (ref. slide #11)

- **Network Management**
  - Operate and secure city-wide LAN/WAN, VPNs, firewalls, and User Accounts
  - Facilitate on-boarding & off-boarding to multiple and often disparate systems
  - Manage city tech assets, including PCs, laptops, ruggedized devices, switches, and servers.
  - Monitor cybersecurity threats and maintain disaster recovery plans alongside our cybersecurity partner, RAVENii, LLC.
  - Endpoint & Server patching & remediation for cyber security integrity.
  - LAN/WAN utilizing Liberty Routed Fiber & City-owned private fiber to all locations.
  - 1Gb/10Gb scalable Internet provision through Liberty Utilities to all locations.

- **Systems Administration**
  - Deploy and manage Microsoft servers, cloud-based systems, and virtualized environments.
  - Implement new systems (e.g., Asset Management, Time & Attendance, BambooHR 2025/2026 examples).
  - Oversee backups, data redundancy, and infrastructure upgrades.

- **Strategic Projects**
  - Support citywide tech modernization projects (Ewert, DORA, ARFF currently)
  - Expand electronic access control and surveillance systems.
  - Collaborate with departments to optimize technology usage and ensure interoperability.

I.T. DEPARTMENT UPDATE

GIS Division
Core Responsibilities

- Manage & maintain the City's Naviline (ERP) land database and related programs

- Produce & provide interactive maps, dashboards, websites, reports, and location intelligence tools for City departments and public use.

- Manage data procurement and exchange between the City and counties (Newton & Jasper), State of MO, and various third-party agencies.

- Provide technical support & analysis for all departments using datasets and spatial relations (when relevant).

-Maintain critical datasets for addressing, utilities, parcels, public safety, parks, stormwater, traffic, signage, asset tracking, and any/all related media to include video, pictures, City authorized permits and other digital sources

- Land Management Address Data Management
- Utility Billing Address Management
- GeoSpatial Mapping for ALL departments
- GeoSpatial Mapping (public facing)
- GIS project specific (i.e. Enterprise Asset Management)
- All Other Duties as assigned by the Coach

I.T. DEPARTMENT UPDATE

VOIP (phone system)
Core Responsibilities

- Provide desk telephones for Citywide CISCO system.

- Manage 30 respective Auto Attendants across 24 locations.

- Provide voicemail and call routing by extension for 343 users and 364 devices.

-Maintain Informacast, CISCO Unity and CISCO Call Manager

-Provide & maintain a bank of 22 PTT (push to talk) data radios for security/weather events across all departments.

Summary of Device Counts

Summary of Device Counts

Device	Protocol	Count
Analog Phone	SCCP	24
CTI Port	SCCP	15
CTI Route Point	SCCP	20
Cisco 7821	SIP	40
Cisco 7841	SIP	269
Cisco 7861	SIP	30
Cisco 8851	SIP	3
Cisco ATA 191	SIP	14
Cisco IOS Conference Bridge (HDV2)	SCCP	1
Cisco IOS Media Termination Point (HDV2)	SCCP	1
Cisco IOS Software Media Termination Point (HDV2)	SCCP	2
Cisco IP Communicator	SCCP	1
Conference Bridge	Unicast Bridge	2
Interactive Voice Response	SCCP	2

Network Locations

Depicted are the 24 locations that the IT department services.

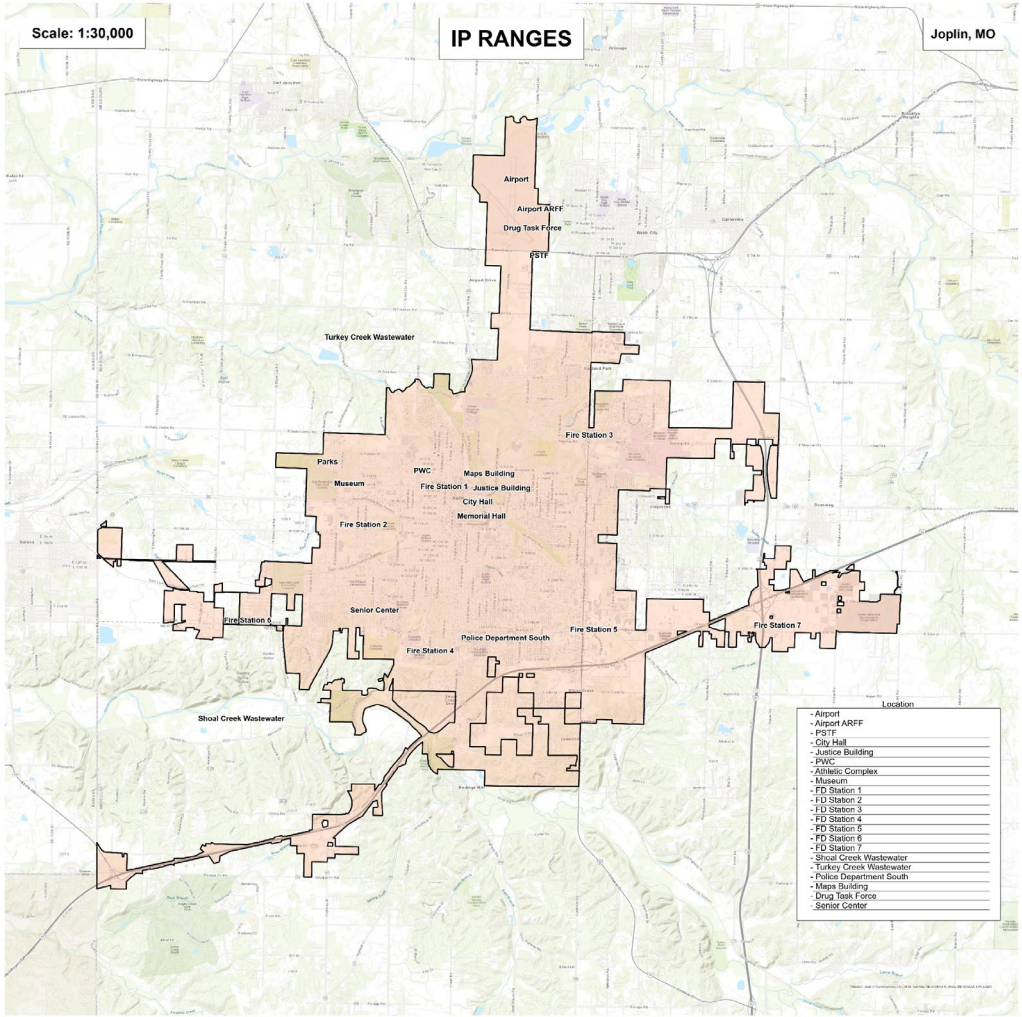
What is important to note is that “Work is something we do…not somewhere we go” often applies. We have remote capability into computing assets. However, VOIP/phone, CCTV, NDVR, paging, etc. are often PHYSICAL assets.

Many of these locations will also be receiving time clocks as part of the TCP/Time & Attendance effort.

All of these locations have computing assets. Many have WiFi. All have VOIP/phone assets.

Some locations “appear” as a single NID (Network Interface Device) when in reality that serves multiple buildings. The Athletic Complex NID also serves the Parks Administration building, the Golf Pro Shop building & Schifferdecker Pool, for example.

As part of a cyber-grant award in 2024, the IT Dept. also maintains a bank of 35 laptops deployed across these facilities to provide access to employees without day-to-day computer access



These are the primary systems currently supported by the IT Department in some capacity. The current line-item budget amount for vendor support and software maintenance was $970,111 in Fiscal Year 2025. In FY26, three additional large systems will be added. Enterprise Asset Management, Bentek Benefit Administration, and BambooHR which will bring this line item to $1,182,349. Among the key initiatives underway is the addition of Online Building Permitting, Automated Time & Attendance, Human Resources Information System, Citywide expansion of our electronic access control system, Citywide expansion of CCTV and surveillance systems in many city parks and facilities, and the new Enterprise Asset Management system for Public Works.

RealVNC	TEC (CCTV & DVR)
CISCO Smartnet (WAPs. / ASA /VOIP) HW	IA-Pro
Meraki Core Switching & WiFi	BlueTeam (IA Pro)
CISCO Singlewire	PowerDMS
IBM--xSeries Servers	Panasonic ARB360 (in-car 36 units & BES)
Central Square Pro Suite	Panasonic BodyWornCameras
Central Square Hosted & Maintenance/Finance	Spfld BluePrint Scanner
H5 Test Environment	CivicRec ($13,125 FY17, FY18, $15k FY19)
CST/TCP Time & Attendance	CivicSend
CST/DQS Data Quality Suite	Civic+ Secure Forms Platinum Hosting
COGNOS BI/Analytics NOW	Civic+ DNS & Security (SSL Joplinmo.org)
COGNOS LPA/Support	AutoTurn 9.1 Software (new request 2016)
Managed Fiber (Liberty & RAVENii)	HealthSpace EHS (5users)
ESRI--ArcGIS	Intrado/Viper
Granicus Streaming Video (archive only)	SeeClickFix (Unlimited Users)
Missouri Document Solutions (microfiche)	Survey Monkey (5 User TEAM account)
AutoCAD software (DLT/EaglePoint)	CBT Nuggets/Portal Training 3 users
WeatherTAP (10 user)	CAD2CAD UNIFY PORTAL
Incode Maintenance & Support/Hosting/TylerU	New Fire RMS (FirstDue)
Incode Online Web Hosting	First Due Incident Command Module
Incode Citation Interface (OSSI & RMS)	Cummins Subscription
InCode/ORS module	CodeTwo Outlook Signatures
GoDaddy (domain & hosting)	Bentek Benefit Administration
JNT Tornado Archive Support	Bamboo HR
StorServer Backup Appliance	Central Square Enterprise Asset Management
DOCUWARE (Fortis Imaging)	VMWare SphereCenter
SagemMorpho (PD 5508)	QR Code Hosting
Vigilant Solutions (PD 5508)	MIDAS scheduling PSTF facility
Notepage	OSCR360 Tablet Software (Fire)
Public Safety specific	

Questions?



PARKS & RECREATION DEPARTMENT UPDATE

PR Team | July 2025









JOPLIN

PARKS & RECREATION

PARKS & RECREATION DEPARTMENT UPDATE

Who We Are:

The Joplin Parks and Recreation Department provides quality parks, services, and programs to enhance the quality of life for the citizens of Joplin and surrounding communities.

Parks and Recreation Admin and Support Staff:

Director: Paul Bloomberg
Assistant Director: Greg Bertoncino
Golf Course Professional: Austin Shipman
Golf Course Maintenance Superintendent: Maron Towse
Parks Superintendent: Jason Cowen
Athletic Facilities Superintendent: Josh Simmons
Cemetary Superintendent: Tim Tracy
Museum Curator: Chris Wiseman
Recreation Coordinator: Ashley Clements
Recreation Coordinator: Dawn Jones
Recreation Coordinator: Alina Watkins
Accounting Specialist: Nakia Osborne

Park Advisory Board:
Brad McIntyre
Dustin Parker
Paul Teverow
Greg Matzer
Mike Gilpin
Mariah Kraft
Chuck Copple, City Council Liaison

Tree Board:
Robert Dopp
Tom Robertson
Kristi Brown
Matthew Livingston
Harvey Hutchinson

JOPLIN PARKS & RECREATION

JOPLIN PARKS & RECREATION

JOPLIN History & Mineral MUSEUM

Schifferdecker GOLF COURSE SINCE 1922

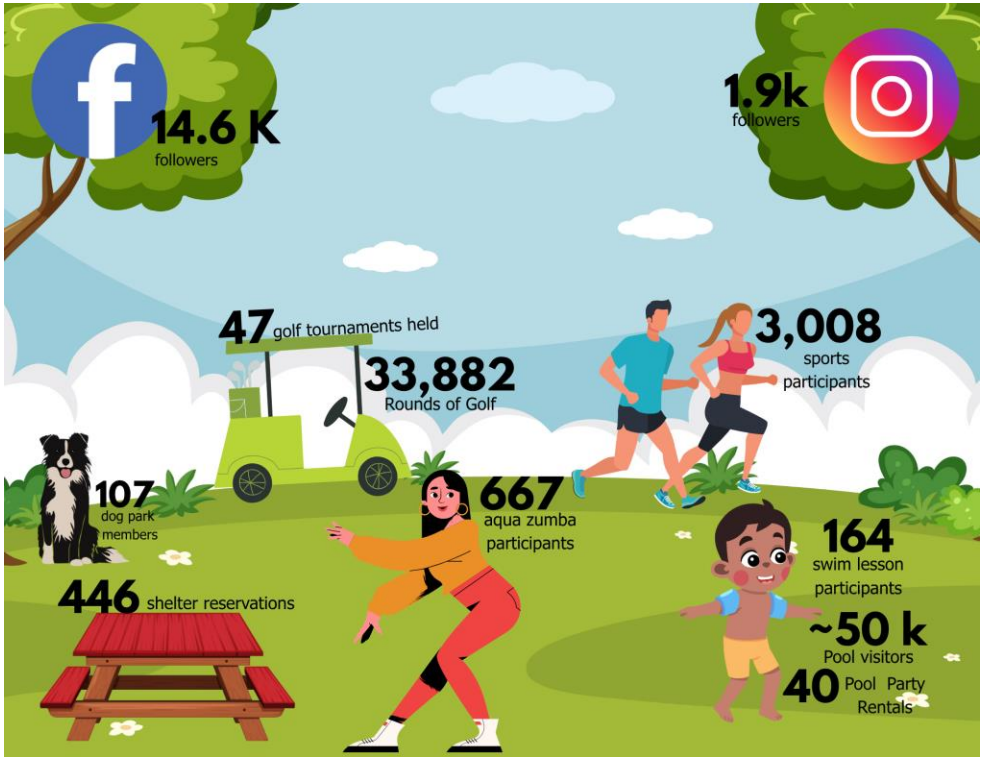
PARKS & RECREATION DEPARTMENT UPDATE

Parks & Rec By The Numbers:



PARKS & RECREATION DEPARTMENT UPDATE

2024
At-A-Glance:



PARKS & RECREATION DEPARTMENT UPDATE

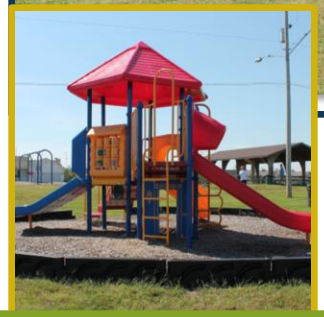
Parks & Recreation Department:

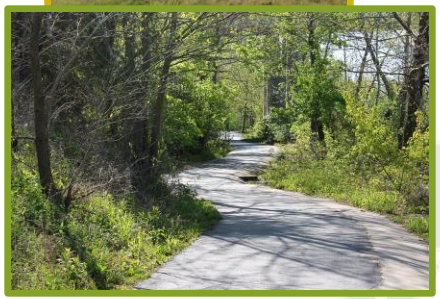
Parks Division

Joplin's parks are a fantastic asset, offering a wide range of amenities and experiences across more than 1,070 acres. These spaces, including 24 parks, parkways, green spaces, and even the Junge Boulevard medians, are maintained and managed by a dedicated team of 15 full-time and 15 seasonal employees. The parks division also oversees shelters, amphitheaters, two aquatic centers, the Joplin Museum Complex, the Joplin Senior Center, and Parr Hill Dog Park, while also fostering public and private partnerships with local agencies.

Like many park divisions nationwide, Joplin's biggest challenge is retaining enough staff to properly maintain all 1,070 acres of grounds. Despite this, the team successfully maintained all areas within a two-week turnaround in 2024.







PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Parks Division Staff







PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Recreation Division

Joplin's Recreation Division offers a diverse array of year-round programs for the Four-State Area, serving up fun for all ages. Our dedicated team, comprised of 4 full-time and over 175 seasonal employees, manages everything from sports leagues and aquatics to summer day camps, concession facilities, and special events.







PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Recreation Division Staff



PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Aquatics Division

The Aquatic Division operates Joplin's two aquatic facilities: Schifferdecker, Cunningham Aquatic Centers, and opening in Summer of 2026 Ewert Splash Park and Ice Ribbon.

We hire and train over 120 employees annually. This includes lifeguards, cashiers, and managers. We reserve pool parties at both facilities, host the always popular Aqua Zumba class, are home to the Joplin and Berzerker Swim Teams, and offer swim lessons throughout the summer.





PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Aquatics Division Staff







PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Athletic Maintenance Division

We are honored to provide quality fields and facilities for local, regional, and national organizations.

The Athletic Maintenance Division is comprised of 5 full-time and 6 seasonal employees. this Division is responsible for maintaining all the following building and facilities:

- Joplin Athletic Complex
  - Wendell Redden Stadium
  - Gene Bassman Softball Complex
  - Hershewe Soccer Complex
  - JAC Tennis Facility
  - Will Norton Miracle Field
- Joe Becker Stadium
- Landreth Park Soccer Field
- Gabby Street Baseball Field
- Gene Bassman/Wendell Redden PF
- Ewert Skate Park
- Carver Nursery Building
- City of Joplin Welcome Signs – 6
- The Future DORA Bike Park







PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Athletic Maintenance Division Staff



PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Schifferdecker Golf Course

Schifferdecker Golf Course is comprised of two divisions: Clubhouse Operations and Grounds Operations.

The Clubhouse has one full-time employee, the Head Golf Professional, and 10 part-time positions that help with the daily clubhouse duties.

The Grounds Division has 3 full-time employees and 6 seasonal positions. The two divisions work closely to ensure everything runs smoothly for public play, tournaments, leagues, and various other programs at the golf course.





Did You Know?

We are the home course for six area high schools:
Joplin High School
McCauley High School
Thomas Jefferson High School
New Heights High School
Galena High School

PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Schifferdecker Golf Course Staff





PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Cemetery Division

The Cemetery Division is responsible for four cemeteries: Fairview, Parkway, Osborne, and Forest Park.

The general care for each cemetery includes mowing, trimming around each headstone, seeding, pruning trees and shrubs, resetting of sunken graves, and other related maintenance.

The Cemetery Division consists of 5 full-time and 4 seasonal employees that maintain the four city-owned cemeteries.

Did You Know?
The Cemetery Division is responsible for the care and upkeep of the streetscape flowers from 2nd to 32nd Street on Main Street.



PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Cemetery Division Staff



PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Museum Division

In 2020, the Museum came under the Parks and Recreation Department. It protects the community memory and educates the public by displaying authentic artifacts, giving educational tours, presenting a variety of outreach programs and off-sight exhibits, offering conservation and preservation knowledge, answering history and geology questions, partnering with educational institutions by providing geology, mining and history information and writing historical content and contributing visual images for periodicals, bound publications and film. The Museum has two full-time and two part-time staff.



After the strategic plan in 2022, the museum has been updating and improving in several areas:

- HVAC Upgrade (2025)
- Interior Painted (2024)
- Exhibit areas upgraded with new material (Ongoing)
- Entry Way and Lobby Upgrades (203/2024)



Did You Know?

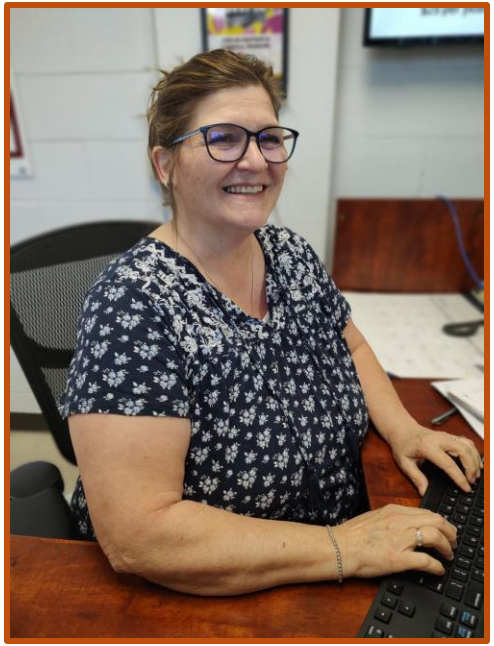
Total visits went up in 2024 from 8,400 to 8,600 visitors. And our 2025 numbers are tracking to exceed our 2024 counts.

PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Museum Division Staff





PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Park Ranger Division

Park Rangers are highly visible and interactive city ambassadors and often the only regular visitor interface in a park during normal hours public hours. They are also our first line of defense when issues arise, or problems occur. Rangers cover an immense area of operation—over 1000 acres—twenty-four parks, two aquatic centers, four cemeteries, Joe Becker stadium, the golf course, athletic complex, museum, maintenance barn, and other city facilities and areas.

Did You Know?
We have seen a decrease of 22% in our Security Reports from October of 2023-April 2025. This includes:

- Trespassing
- Altercations
- Medical Calls
- Drug/Alcohol
- Disorderly Conduct
- Vandalism
- Property Damage
- Illegal Camping





PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Park Ranger Division Staff







PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Community Partnerships & Events



Events
Flashlight Easter Egg Hunt
Joplin Independence Day Celebration
Old Fashioned Hay-Ride
Holiday Tree Trail
Breakfast with Santa

Community Groups
Area Agency on Aging
Connect 2 Culture
Downtown Joplin Alliance
Economic Security of Southwest Area
Joplin Emancipation Park Days
Liberty Utilities
Miracle League of Joplin
Missouri Department of Conservation
Missouri Master Naturalist
Missouri Prairie Foundation
Missouri Southern State University
The Salvation Army
United States Fish and Wildlife Service
Wildcat Glades Nature Group

Athletic Organizations
Convention & Visitors Bureau
Challenger Sports
Joplin Disc Golf Club
Joplin Sports Authority
Skywalkers
Ozmo Lacrosse Group

Aquatics
Berzerker Swim Team
Boys and Girls Club of SW Missouri
Joplin High School Swim Team
Joplin Stingrays Swim Team

PARKS & RECREATION DEPARTMENT UPDATE

Parks & Recreation Department:

Current Projects

Major Projects 2025/2026

- Dover Outdoor Bike Park (Spring 2026)
- Ewert Splash Park/Ice Ribbon (Summer 2026)
- Cunningham Family Game Area (Fall 2025)
- Tin Cup Trail (Summer 2025)
- Grand Falls Trail and Overlook (2026)
- Security Lighting in Parks (Fall 2025)
- Security Cameras in Parks (Fall 2025)
- RTP Grant in 12 Parks (Winter 2025)
  - Benches
  - Tire Fix-It Stations
  - Bike Racks
  - Trail Wayfinding Signs





PARKS & RECREATION DEPARTMENT UPDATE

2025
Key Initiatives

2025 Key Initiatives:

- Update Information Stations, Bridge, and Picnic Tables in Cemeteries
- Evaluate Software Programs to Improve Financial System Tracking and Data Cataloging in Cemeteries
- Paint Interior/Exterior Amenities at Athletic Complex and Joe Becker Stadiums
- Replace Chain Link Fence with Post/Cable along Schifferdecker Park/Golf Course
- Remove Shade Structure at Old Bassman Softball Field
- Construct, Install and Implement Smithsonian Institute Traveling Exhibit Habitats in Several Parks
- Develop New Exhibits to Promote 100th Anniversary of Route 66
- Evaluate Park Ranger Software Programs to Assist with Streamlining Reporting to Police and Parks
- Implement Pace of Play Program
- Increase Advertising Efforts to Regional Area
- Continuation of Drainage Improvements to Holes 3 and 12
- Continuation of Cool Season Grass Program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Questions?



